MITEL

CLOUD ENDPOINT

5320E/5330E/5340E SIP PHONES USER AND ADMINISTRATOR GUIDE

RELEASE 6.0

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Getting Started

In SIP mode, the Mitel® 5320e, 5330e and 5340e SIP Phones manage their own call states and features. SIP uses the Internet to connect your phone to other SIP phones. You can make calls on the Public Switched Telephone Network (PSTN), or "regular", phone network. You can also call other SIP phones by using SIP URL or IP address (only from the Web Configuration Tool). If you are registered with a SIP Service Provider, you may also be able to use the Web Configuration Tool to place a call by user ID name or extension number.

For information about programming features on your SIP-supported phone, refer to this guide and to the Web Configuration Tool online Help (see *Supporting Documentation* on page 8).

SIP User Accounts and Passwords

Your Administrator usually configures SIP accounts for SIP phone Users and Administrators. You need a SIP User account in order to

- Register your phone with your SIP Service Provider
- Make calls by dialing a user ID name or extension number (only from the Web Configuration Tool)

If you do not have a SIP user account, you can still use your phone with limited access to SIP features and functionality.

SIP Administrative Mode

Administrators need an administrator user account and password to

- Modify network configuration settings and SIP Service Provider information
- Access SIP setting menus through the Web Configuration Tool Administrator pages.

See *Administrator Tools* on page 41 for more information.

About your SIP Phone

The Mitel 5320e, 5330e and 5340e SIP Phones are full-feature, dual port, dual mode enterprise-class telephones that provide voice communication over an IP network. They both feature a large graphics display (160 x 320) and self-labeling keys. The 5320e SIP Phone offers 8 programmable multi-function keys, the 5330e SIP Phone offers 24 programmable multi-function keys, and the 5340e SIP Phone offers 48 programmable multi-function keys for one-touch feature access. These phones provide ten fixed feature keys for convenient access to features such as Conferencing, Redial, and many customizable user settings as well as navigational keys to access various screens and application layers. The 5330e and 5340e SIP Phones also feature a Unified Communicator (UC) Express application, which is a PC-based desktop programming tool, that allows you to easily configure your phone from your Personal Computer (PC).

For more key and feature information, see Elements of Your Phone on page 4.

Figure 1: The 5320e SIP Phone

Figure 2: The 5330e SIP Phone

Figure 3: The 5340e SIP Phone

Table 1: Elements of Your Phone

Feature	Function
1) Display	Provides a large, high-resolution viewing area that assists you in selecting and using phone features.
2) Ring/Message Indicator	Flashes to signal an incoming call and to indicate a message waiting in your voice mailbox.
3) Volume, Speaker and Mute Controls	Provide the following audio control capability: (**UP**) and (**DOWN**) provide volume control for the ringer, handset, and handsfree speakers. (**SPEAKER**) enables and disables Handsfree mode. (**MUTE**) enables Mute, which allows you to temporarily turn your phone's handset, headset or handsfree microphone off during a call.
4) Fixed Function Keys	Give you access to the following phone functions: (**MENU**) : provides access to menus for your phone's additional features. (**CANCEL**) : ends a call when pressed during the call, and, when you are programming the phone, eliminates any input and returns to the previous menu level. (**REDIAL**) : calls the last number dialed. (**HOLD**) : places the current call on hold. (**TRANS/CONF**) : initiates a call transfer or establishes a three-party conference call. (**MESSAGE**) : provides access to your voice mailbox and flashes to notify you of messages waiting in your voice mailbox. Note : The Ring/Message indicator also flashes when messages are waiting.
5) Keypad	Use to dial.
6) Navigation Page Keys	Use to display additional pages of information. The 5320e and 5330e have two page navigation keys: Back and Next. The 5340e has three page navigation keys: Back, Next, and Home.
7) Programmable Feature Keys and Softkeys	Provides 8 (on the 5320e), provides 24 (on the 5330e), and 48 (on the 5340e) self-labeling keys that can be programmed as Speed Dial keys, feature keys, or line appearance keys, according to your communication needs. On your home page, the two bottom right feature keys are always your Prime Line keys on a 5340e IP Phone; and the two bottom left feature keys are always your Prime Line keys on the 5330e and 5320e IP Phone. The top three keys on each side are softkeys.
8) Handsfree Speaker	Provides sound for Handsfree calls and background music.
9) Handset	Use for handset calls. If you are in headset or handsfree mode, you do not need to use the handset.

TIPS FOR YOUR COMFORT AND SAFETY

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

Protect your hearing

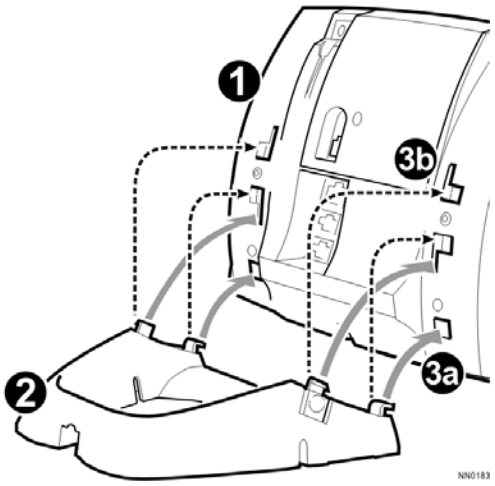
Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Adjust the viewing angle

The stand built into your phone tilts to give you a better view of the keys.

To tilt your telephone for better viewing:

1. Turn the phone so that the front faces away from you.
2. Hold the base unit firmly and press the release tabs on the sides of the stand to detach the base unit.
3. Hinge the hooks of the base unit into the notches on the back of the phone and snap into place as follows:
   a. For a high-angle mount, hinge the two lower hooks into the bottom set of notches and snap the two upper hooks into the middle set of notches.
   b. For a low-angle mount, hinge the two lower hooks into the middle set of notches and snap the two upper hooks into the top set of notches.



Using Your Default Phone Window And Keys

The 5330e and 5340e IP Phone default phone windows and keys are shown and described below. The Phone window provides access to programmable keys and the main phone interface.

The 5320e IP Phone default phone window (not shown) is very similar to the 5330e, except the page navigation keys are non-functional for the 5320e. Also, the 5320e has a black bezel instead of a silver one.

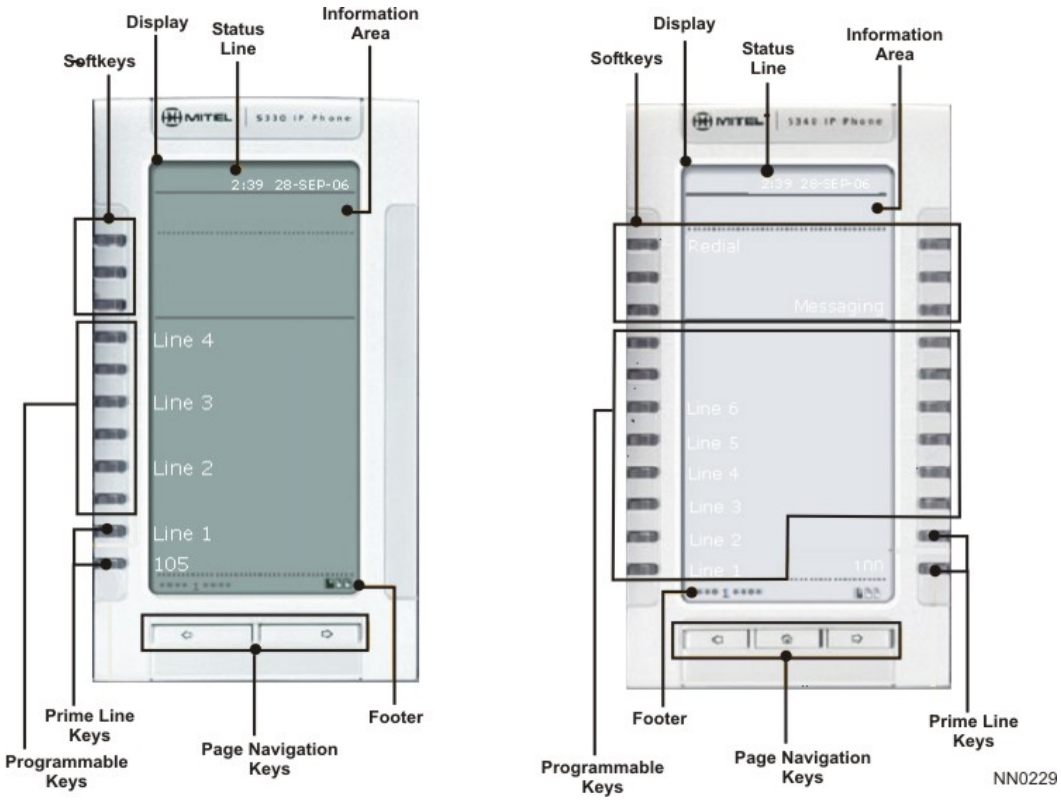


Figure 4: 5330e and 5340e IP Phone Windows

Table 2: 5320e, 5330e and 5340e IP Phone Default Window and Keys

Feature	Function
Softkeys	Provide prompts in most phone applications. These are non-programmable feature keys that are specific to the application or state of the set. The 5330e provides three softkeys and the 5340e provides six softkeys.
Programmable Keys	Launch specific call control features. Use the **MENU** key or the Web Configuration Tool to program these keys. The 5340e provides 16 programmable keys per page (a maximum of 46 programmable keys plus the Prime Line keys). The 5330e provides 8 per page (a maximum of 22 programmable keys plus the Prime Line keys). The 5320e provides 6 programmable keys, plus two Prime Line keys.
Page Navigation Keys	Display additional pages of information. The 5330e has two page navigation keys: **Back** and **Next**, while the 5340e has three page navigation keys: **Back**, **Next**, and **Home**. (The 5320e does not support page navigation keys.)

Feature	Function
Status Line	Displays time and date.
Information Area	Provides information about the current state of the set. For example, if Do Not Disturb is enabled, the message *DND ON* appears here. This area also displays the RSS feed, if programmed. The second line of the information area displays the user name for the set.
Footer	Shows Page Indicator.

Call Encryption

The 5320 SIP Phone provides both Secure Real-time Transport Protocol (SRTP) and Transport Layer Security (TLS) for voice encryption when connected to a phone that also supports SRTP or TLS. SRTP is enabled by default. You can enable SRTP or TLS on your phone using the Media Configuration page of the Web Configuration Tool. (See Accessing the Web Configuration Tool Online Help on page 8.)

Accessories for Your Phone

Headsets

The 5320e, 5330e and 5340e SIP Phones support Mitel-approved headsets with a Feature Control Switch. Install the headset only in the dedicated headset jack on the back of the phone. Installation disables your handset microphone. Disconnecting the headset at the jack or at the quick-disconnect plug restores handset operation.

Supporting Documentation

Accessing the Web Configuration Tool Online Help

To access programming instructions in the Web Configuration Tool online Help:

1. Access the Web Configuration Tool Home Page (see *Accessing the Web Configuration Tool* on page 10).
2. Scroll to the bottom of the page.
3. In the left pane, under **Support**, click **Help**. The Help system opens, presenting links to the User Web Configuration Tool online Help and to this guide.

Note: If you have administrative privileges, you will have access to both the User and the Administrator Web Configuration Tool online Help systems.

Accessing Other Documentation

To access other Mitel phone and peripheral documentation, in your browser, go to http://edocs.mitel.com/UG/Index.html.

Customizing Your Phone

To customize and use your phone features, use either of the following two interfaces:

- MENU Key Menu Interface
- Web Configuration Tool

MENU Key Menu Interface

The fixed-function keys provide access most features on your phone. The phone's Settings menu interface provides access to additional features.

To access the Settings menu interface, press the **MENU** key .

Web Configuration Tool

The Web Configuration Tool is an optional tool that you can use in addition to your phone to make calls and to personalize and modify your phone settings.

You can access the Web Configuration Tool from any personal computer (PC) connected to the Internet and running a web browser that is one of the following:

- Mozilla Firefox 14 or later
- Internet Explorer 8 or later
- Any equivalent browser

Note: If your network is protected by a firewall, you may not be able to access your phone using the Web Configuration Tool from outside the firewall.

Web Configuration Tool Accounts and Passwords

You must have either a User or Administrator account to access the tool. Your account determines the type of web configuration pages you can access when you connect to the phone.

Your Administrator may change the default user name and password settings. If necessary, obtain your new user name and password from your Administrator.

Table 3: Web Configuration Tool Default User Names and Passwords

	Default User Name	Default Password (5320e/5330e/5340e SIP Phone)
User	User's DN	hello

Note: For Administrator default user name and password, see Administrator Tools on page 41.

Accessing the Web Configuration Tool

To access the Web Configuration Tool:

1. On your phone, do the following to obtain your phone's IP address:
   a. Simultaneously press and hold the **UP** and **DOWN** volume keys.
   b. Continue to hold the **DOWN** volume key and release the **UP** volume key.
   c. Press 234 on the telephone keypad and release the **DOWN** volume key. **NETWORK SETTINGS?** appears.
   d. Press #. (No). **NETWORK PARAMETERS**? appears
   e. Press * (Yes). **VIEW CURRENT VALUES?** appears.
   f. Press * (Yes). **VIEW CURRENT NETWORK?** appears.
   g. Press * (Yes). **CURRENT NETWORK PARMS** appears.
   h. Press the **DOWN** volume key until **PHONE IP ADDRESS** appears.
2. Write down the IP address, and then press the blue **Menu** key twice to return to the default display.
3. On your PC, launch your browser.
4. In your browser's **URL** or **Address** field, enter your phone's IP address. The Web Configuration Tool login screen appears.
5. In the appropriate fields, enter your Web Configuration Tool user name and password.
6. Click **OK**. The Web Configuration Tool *Home Page* launches.

Note: If you are a SIP Administrator, see Administrator Tools on page 41 for administrative options.

Note: If you need help programming features, access the online help system in the Web Configuration Tool (see Accessing the Web Configuration Tool Online Help on page 8).

Selecting Menu Options

On the 5320e, 5330e and 5340e SIP Phones, press the corresponding softkeys to select menu items on the display.

Entering Numbers and Letters

Depending on the context, the 5320e/5330e/5340e IP Phone's keypad allows you to enter only numbers, or numbers, letters, and some special characters. You can dial

- Extension numbers
- Phone numbers (PSTN numbers)

Letters correspond to those on the keypad; for letter and character entries refer to table below. A flashing cursor indicates the position of the character you are entering. The cursor automatically advances after one second, or when you press a different keypad key.

To enter letters and special characters:

- Rapidly press the appropriate number key until the desired character appears on the display.

To enter an uppercase letter:

- Press (**UP**) before entering the letter. Press (**DOWN**) to return to lowercase mode.

To delete the character last entered:

- Press the <— softkey.

Table 4: Letter and Character Entry

Dial Pad Key	Press								
	Once	Twice	3 Times	4 Times	5 Times	6 Times	7 Times	8 Times	9 Times
	1	space	?	!	~	|			
	2	a	b	c					
	3	d	e	f					
	4	g	h	i					
	5	j	k	l					
	6	m	n	o					
	7	p	q	r	s				
	8	t	u	v					
	9	w	x	y	z				
	0	+	&	%	$	\	“		
	*	.	=	:	/	;	,	–	_
	#	@	(	)	[	]	<	>	

Ringer Volume Control

To adjust the ringer volume control:

- When the phone is ringing, press (**UP**) or (**DOWN**)

Handset Volume Control

To adjust handset volume:

- When the handset is in use, press (**UP**) or (**DOWN**)

Speaker Volume Control

When on a handsfree call, press (UP) or (DOWN)

Display Contrast Control

To adjust display contrast:

- When the phone is idle, press (**UP**) or (**DOWN**)

Specify Language

Use the Web Configuration Tool to specify the language in which prompts and applications display.

Note: Languages supported on the 5320/e5330e/5340e may differ from those supported on the ICP. If the phone is configured for an unsupported language, the prompts may appear in your selected language but the Application language for the phone defaults to English. The Language window displays "(name of the selected language)(Unsupported)".

Specify Text Size

To specify the text size that displays on the phone:

1. Press the blue **Menu** key .
2. Press Settings.
3. Press Text Size.
4. Select Large Text or Small Text.
5. Press **Save**.

Note: This setting is available only on the 5340e since the 5230e and 5330e always use large text. Large is the default text size on the 5340e IP Phone.

Personal Keys

Use the Web Configuration Tool to program features on the phone's various keys. The following features can be programmed:

- Speed Dial
- Shared Line
- Call History
- People
- Forwarding
- Do Not Disturb (DND)
- Advisory Message on/off
- PC Application
- Headset on/off
- RSS Feed
- HTML Application

Use the Web Configuration Tool to clear the programming from a key if it is no longer being used.

See the *Web Configuration Tool Online Help* for details about programming features to phone keys.

You can program any Personal key that isn't a prime line key. For example, you can program a key as a Speed Dial for one-touch dialing. You can also view, modify, or delete the information programmed on any Personal key except Line 1, Line 2, Line 3, and Line 4.

Note: You cannot change your Personal key settings while on a call.

Note: You can use the Web Configuration Tool to easily program, edit, and delete programmable key information. For key programming settings, instructions, and phone layouts, refer to the About the Key Programming Page topic in the Advanced Features section of the Web Configuration tool online help. Also see *Using Advanced Features* on page *21*. Instructions for programming personal keys using the phone itself are supplied in the following sections.

For information about programming shared line keys, see *Shared Lines and Keys* on page 26.

Line Keys

Line keys allow you to make and answer calls according to line or caller information. The 5320e, 5330e and 5340e SIP Phones have four Line keys. If one line is busy, incoming calls are received on the next available **Line** key. Each phone has a pre-assigned Prime Line (Line 1) key.

Pre-assigned Personal Keys

Your SIP phone has the four line keys pre-assigned on the Page 1 display.

Using Your IP Phone with Mitel Unified Communicator Express

When used with Unified Communicator® Express or Unified Communicator Advanced 3.0 applications, the 5320e, 5330e or 5340e SIP Phones becomes a powerful communications tool that helps customers streamline communications between people and organizations. This leads to improved productivity, enhanced customer service, reduced costs, and ultimately improved business process integration.

Making and Answering Calls

You can make and receive calls using the handset, headset or handsfree speaker. You can dial by extension number or phone number, user ID name, SIP URL, or IP address. You can also dial a Call History or People entry.

If you are registered with a SIP Service Provider and want to dial a “regular” phone number, your SIP Service Provider must provide access to the PSTN. To dial a SIP user name or extension number, you must be registered with a SIP Service Provider. For more information, contact your Administrator.

Dial by Number

1. Lift the handset (optional).
2. If you want to use a line other than **Line 1**, press a **Line** key.
3. Do one of the following:
   - Dial the number.
   - Press a **Speed Dial** key.
   - Press (**REDIAL**). (See Redial on page 16.)

Dial by Name

To dial by a user ID name, you must be registered with a SIP Service Provider. This must also be programmed using the Web Configuration Tool.

1. Lift the handset.
2. Press **Name**.
3. Enter the Name of the party you want to call.

Note: If the name has more than 20 characters, only the last 20 characters appear on the display.

4. Press **Dial** or # (the pound key).

Dial by SIP URL or IP Address

To dial by a SIP URL or IP Address, you must be registered with a SIP Service Provider. This must also be programmed using the Web Configuration Tool.

1. Lift the handset (optional).
2. Press **URL**, then enter the SIP URL or IP address of the party you want to call.

Note: If the SIP URL exceeds 20 characters, only the last 20 characters appear.

3. Press **Dial** or # (the pound key).

Dial by People Entry

1. Press MENU, and then press >> until PEOPLE? appears.
2. Press OK. PEOPLE <number of items> appears on the display.
3. Press (UP) and (DOWN) to navigate to the entry you want to call.
4. Press Dial or # (the pound key).
5. Lift the handset (optional).

Note: To dial from your People using the Web Configuration Tool, access the tool's People page (see Accessing the Web Configuration Tool on page 9).

Dial by Call History Entry

1. Press **MENU**, and then press **>>** until CALL HISTORY? appears.
2. Press **OK**, and then press **Next** or **Prev** to navigate to the desired call history type (Missed Calls, Answered Calls, or Outgoing Calls).
3. Press **OK**. The number of calls appears.
4. Press (**UP**) and (**DOWN**) to navigate through the call history entries.
5. Do one of the following:
   - Press **Dial** or # (the pound key) to call this call history entry. The entry is dialed and the phone returns to the default display.
   - Press **Detail** to see calling name and time details.
   - Press **Delete** to delete the current entry.

Redial

1. Lift the handset (optional).
2. Press (**REDIAL**). The last number you dialed appears in the display.
3. Do one of the following:
   - Press **Dial** to dial this number
   - Press (**REDIAL**) to scroll the list of previously-dialed numbers and then press Dial when the desired number is displayed.

Note: The redial list is maintained even after the phone reboots and is updated periodically. If a power failure occurs during the update, it is possible that one or more previously-dialed numbers may be lost.

Answering Calls

Incoming calls ring **Line 1,** if all lines are free, or the next available line. If all lines are busy and Call Forward – Busy is not enabled, callers hear a busy signal.

When the phone rings, the Ring/Message Indicator and the associated Line key flash, and the name of the caller appears in the information area.

Answer a Call

To answer a call, do one of the following:

- In handset mode, lift the handset.
- In headset mode, press the **Headset** key, then press the flashing **Line** key.
- In handsfree mode, press (**SPEAKER**), or press the flashing **Line** key.

For more information about handset, handsfree (Speaker), or headset calls, see *Handset, Handsfree and Headset Modes* on page 23.

Auto Answer

You can use Auto Answer to automatically answer incoming calls in handsfree or headset mode.

To enable or disable Auto Answer:

- Access the Feature Configuration page of the Web Configuration tool (see *Accessing the Web Configuration Tool* on page 9).

To answer an Auto Answer call:

- Begin speaking when the call arrives.

To end an Auto Answer call, do one of the following:

- Press (**CANCEL**).
- Wait for the caller to hang up.

Answer a Call Waiting

The 5320e, 5330e and 5340e SIP Phones allow a default quantity of three calls waiting while you are on a call. New calls wait on the next free line. When a new call arrives, you hear a call waiting tone, the name of the new caller appears, and the corresponding Line key flashes. If all lines are busy, callers hear a busy signal. (Number of calls waiting is dependent upon the number of Line keys you have programmed.)

To answer a waiting call:

- Press the flashing Line key of the call waiting. The current call is put on hold, and you are connected to the new caller.

To return to the original call:

- Press the associated flashing **Line** key.

Calling and Called Party Display

SIP phones display the true (programmed) identity of the called/calling party rather than the standard number/name display.

Call Handling

Hold

The 5320e, 5330e and 5340e SIP Phones support a maximum of four simultaneously held calls.

When you place a call on hold, or when another party puts you on hold, the on-hold beep reminds you that you are holding or on hold. If the handset is in its cradle, you hear the beep through the handsfree speaker. You can disable this beep if desired, using the Web Configuration Tool.

Note: The call hold tone takes precedence over Music On Hold.

Hold a Call

- Press (**HOLD**). The associated Line key flashes.

Retrieve a Call from Hold

- Press the associated flashing Line key. The **Line** key changes from flashing to lit solid.

Change On-Hold Settings

- Access the Feature Configuration page of the Web Configuration (see Accessing the Web Configuration Tool on page 9). **Note:** You cannot change your hold settings while in a call.

Call Forward

Call Forward redirects incoming calls to an alternate number. Choose from the following Call Forward options:

- **Call Forward – Always** redirects all incoming calls
- **Call Forward – No Answer** redirects calls if you don't answer after the programmed number of rings (1 – 10)
- **Call Forward – Busy** redirects calls when all lines are busy.

Notes:

1. All Call Forward options are OFF by default.
2. You can turn on Call Forward No Answer and Call Forward Busy at the same time.
3. You cannot change your Call Forward settings while in a call.

To program, enable, or disable Call Forward using the Web Configuration Tool, access the *Feature Configuration* page (see *Accessing the Web Configuration Tool* on page 9).

4.

Call Transfer

You can transfer an active call to another party (one line must be free on your phone). The 5320e, 5330e and 5340e SIP Phones support four lines. If all lines are busy on your phone, no calls can be transferred.

Note: During a conference call, any party can perform a call transfer when one line on the phone that initiated the conference call is not in use. For conference call information, see *Conference Call (Three-Way)*on page 20.

Transfer

To Transfer an active call:

1. Press (**TRANS/CONF**).
2. Dial the number of the third party.
3. Do one of the following:
   - To complete the Transfer, hang up.
   - To announce the Transfer, wait for an answer, consult, and hang up.
   - To cancel the Transfer, press (**CANCEL**).

To transfer an active call during headset operation:

1. Press (**TRANS/CONF**).
2. Dial the number of the third party.
3. To complete the Transfer, press the **Release** feature key.

Transfer a Call to a Third Party Already on Hold

1. While on a call, press (**TRANS/CONF**). The call is put on hold.
2. Press the Line key of the call on hold, and then press (**TRANS/CONF**).
3. Hang up.

Conference Call (Three-Way)

When two parties are connected on a call, either of those parties can originate a three-way conference by adding a third party to the call in progress. Once three parties are connected, no more parties can be added to that call.

A party can be involved in more than one three-way conference call at a time, but the calls cannot be merged. For example, A and B are on a call. A adds C to create three-way conference call ABC. B adds D to the call with A to make conference call ABD. ABC and ABD remain separate– D is not added to conference call ABC.

Conference

To form a Conference when a two–party call is already in place, or to add another party to an existing Conference:

1. Press (**TRANS/CONF**).
2. Dial the number of the next party.
3. Wait for an answer.
4. Press (**TRANS/CONF**).

To leave a Conference:

- Hang up or press (**CANCEL**).

Add a Party On Hold to a Call in Progress

1. Press (**TRANS/CONF**). The current call is put on hold.
2. Press the Line key of the party already on hold.
3. Press (**TRANS/CONF**). The call put on hold in step 0 is connected to the call in progress.

Return to a Conference Call after Accepting an Outside Caller

If the originator of a conference responds to a call from another party during a conference, the other two conference members are put on hold.

To resume the conference, the originator must:

1. Select one of the held lines and then press (**TRANS/CONF**).
2. Select the remaining held line and then press the **Conf** softkey.

Messages - Advisory

You can set an advisory message about your whereabouts to appear on your caller's display.

To create an advisory message, access the Feature Configuration page of the Web Configuration Tool (see Accessing the Web Configuration Tool on page 9).

Using Advanced Features

Do Not Disturb

Do Not Disturb (DND) stops incoming calls from ringing at your phone. If Do Not Disturb is enabled, callers hear a busy signal.

To enable or disable Do Not Disturb, access the Key Programming page of the Web Configuration Tool (see Accessing the Web Configuration Tool on page 9).

You can enable and disable DND by pressing the DND key.

When Do Not Disturb is enabled, ***DND ON*** alternates with other information in the phone's Status bar area. If both Call Forward and Do Not Disturb are on, ***DND ON*** and *FWD ON* both display.

Call History

Call History keeps a record of your missed, answered and outgoing calls. The 5320e, 5330e, and 5340e SIP Phones log the 20 most recent missed calls, the 15 most recent answered calls, and the 15 most recent outgoing calls. The most recent call appears at the top of each log.

Call History records calling party name, number, SIP URL or IP address, call duration, and the time and date of each call. When you have missed incoming calls, the number of calls appears in the information display area of your phone's display (for example, *2 CALLS*). You can disable this display using the *Display Control* section of the Feature Configuration page of the Web Configuration Tool.

Note: Call History information is saved automatically every 4 hours. If you reset your phone in that 4-hour interval, any call history generated during that time will not be stored.

View a Call History Entry

1. Press **MENU**, and then press **>>** until CALL HISTORY? appears.
2. Press **OK**, and then press **Next** to navigate to the desired call history type (Missed Calls, Answered Calls or Outgoing Calls).
3. Press **OK**. The number of calls appears.
4. Press (**UP**) and (**DOWN**) to navigate through the call history entries.
5. When the desired entry appears, press **Detail** , and then press **<<** and **>>** to scroll the entry information.
6. When you have finished, press **Done**.
7. Press **MENU** to return to the default display.

Note: To view Call History entries using the Web Configuration Tool, access the tool's Call History page (see Accessing the Web Configuration Tool on page 9).

Delete a Call History Entry

Note: You can delete all entries in Call History using the Delete All button on the Call History page of the Web Configuration tool.

To delete selected entries in Call History:

1. Press **MENU**, and then press **>>** until CALL HISTORY? appears on the display.
2. Press **OK**, and then press **Next** to navigate to the desired call history type (Missed Calls, Answered Calls or Outgoing Calls).
3. Press **OK**. The number of calls appears.
4. Press (**UP**) and (**DOWN**) to navigate through the call history entries.
5. When the desired entry appears, press **Delete**. CONFIRM DELETE? appears.
6. Press **Yes**. The entry is deleted.
7. Press **MENU** to return to the default display.

Call a Call History Entry

- See Dial by Call History Entry on page 16 to quickly dial a Call History entry.

Handset, Handsfree and Headset Modes

Switch between Handset and Handsfree

To go from handset to handsfree mode:

1. Press (**SPEAKER**).
2. Hang up the handset. Use the handsfree speaker to communicate with your party.

To go from handsfree to handset mode:

- Lift the handset, and use it to communicate with your party.

Switch between Handset and Headset

To go from handset to headset mode:

1. Press the Headset key. The Headset key light turns ON.
2. Hang up the handset. Use the headset to communicate with your party.

To go from headset to handset mode:

1. Lift the handset.
2. Press the Headset key. The Headset key turns OFF. Use the handset to communicate with your party.

Switch between Headset and Handsfree

To go from headset to handsfree mode:

- Press the **Headset** key, and then press (**SPEAKER**). The Headset key turns OFF. Use the handsfree speaker to communicate with your party.

To go from handsfree to headset mode:

- Press the Headset key. The Headset key turns ON. Use your headset to communicate with your party.

Muting a Call

To mute your phone so your party cannot hear you:

- Press **(**MUTE**)**. The **(**MUTE**)** key turns ON.

To turn Mute off and return to the conversation:

- Press **(**MUTE**)** again. The **(**MUTE**)** key turns OFF.

People

People is a scrollable list of contacts from which you can make a call. The 5320e, 5330e and 5340e SIP Phones each hold a maximum of 50 People contacts. Using the User Web Configuration tool, the maximum is 60 contacts, but only 50 will display on the phone set.

People entries contain the contact's name (maximum of 20 characters), and the contact's number, SIP URL, or IP address.

Note: You cannot change your People settings while on a call.

To create, modify, or make calls from your People using the Web Configuration Tool, access the tool's *People* page (see Accessing the Web Configuration Tool on page 9).

Create a People Entry

3. Press **MENU**, and then press >> until **PEOPLE?** appears.
4. Press **OK**. **PEOPLE: <number of items>** appears.
5. Press (UP) and (DOWN) to navigate through the entries until **ENTRY EMPTY!** appears.
6. Press **AddNew**. **PROGRAM ADDRESS?** appears.
7. Press **Yes** to enter the number, IP address, or SIP URL of the contact. Press <––– to delete characters.

8. Press **Submit**. After the information is saved, **PROGRAM NAME?** appears.
9. Press **Yes**, and then enter the name of the contact. This name appears in the People list.
10. Press **Submit**. After the information is saved, the name of the contact appears.
11. Press **MENU** to return to the default display.

Modify a People Entry

1. Press **MENU**, and then press **>>** until **PEOPLE?** appears.
2. Press **OK**. **PEOPLE: <number of items>** appears.
3. Press (UP) and (DOWN) to navigate to the entry you want to modify.
4. Press **Change**, and then press **Edit**. **PROGRAM ADDRESS?** appears.
5. Do one of the following:
   - To modify name, IP address, or SIP URL, press **Yes**, edit the information, and then press **Submit**. After the information is saved, **PROGRAM NAME?** appears.
   - To modify a name, press **No**. **PROGRAM NAME?** appears. Press **Yes**, edit the name, and then press **Submit**. After the information is saved, the modified name appears in the People listing.
6. Press **MENU** to return to the default display.

Delete a People Entry

1. Press **MENU**, and then press **>> until PEOPLE?** appears.
2. Press **OK**. **PEOPLE: <number of items>** appears.
3. Press (UP) and (DOWN) to navigate to the entry you want to delete.
4. Press **Change**, and then press **Delete**. **CONFIRM DELETE?** appears.
5. Press **Confirm**. The entry is deleted, and **ENTRY EMPTY!** appears.
6. Press **MENU** to return to the default display.

Call a People Entry

- See Dial by People Entry on page 16 to call a People entry

RSS Feed

RSS feeds (or “web feeds”) are text formats used to deliver information such as news and weather reports. Your Mitel SIP Phone can act as an RSS feed reader, displaying the feed on Line 1 of the phone display when the phone is idle. You can program one or more keys on your phone to display an RSS feed or to display your own customized message (branding). Use the Key Programming Page in the Web Configuration Tool to program one or more RSS feed keys. For more information, refer to the Web Configuration Tool Online Help.

Enable/Disable RSS Feed

Once an RSS Feed key is programmed, press the key to display the feed. The LED on the key will remain lit while the RSS feed scrolls continuously across Line 1 of your phone display. Press the key again to stop the feed.

Note: If your Administrator has programmed a global RSS feed or branding message for your phone, this text will be displayed when your phone is idle. When one of your own personal RSS Feed keys is enabled, it will override any global feed set by your Administrator for your phone.

Tip: To improve RSS readability, you can disable other displays (like Call Forwarding and Missed Calls). Use the Feature Configuration page of the Web Configuration Tool to set Display Controls.

Shared Lines and Keys

There are two types of shared lines:

- **SIP**: basic shared line with limited features (supports call forking but does not have LED activity and lines are not linked. This type of shared line is available in normal SIP mode).
- **SIP_SCA line type**: server-enhanced Broadworks Shared Call Appearance line type

SCA line types allow calls and lines to be shared by multiple users. A SIP server provides support for call presentation to multiple phones, call state notifications, and access control. SIP mode shared lines are shared among users but, normally, only the user who initiates activity on the line has full control over it. For example, if a shared line is in use (not on Hold), and secondary share users press their corresponding line button, the shared line will not change state. If the shared line is Ringing, or on Hold, any share user who presses the corresponding line button will change the state of that call and get connected to the calling/held party. An exception to this scenario occurs when the server is configured to allow line seizure by multiple lines. Mitel SIP phones support multi-call server programming.

Requirements for making calls and picking up held calls from shared lines are the same as for normal (non-shared) lines.

Shared Lines and Keys Programming Requirements

Before programming the Shared Lines and Keys, the Broadsoft server must be configured with a list of shared users.

The diagram below shows an example of how Mitel Users 1 – 3 have been configured on the Broadsoft server to communicate with 3 Mitel phones. The three lines used on these phones are shared lines; if a call is directed to User 1 then all three phones are alerted. If User 3 answers the call then Line 1 on Phone 1 and Line 2 on Phone 2 indicate an active line.

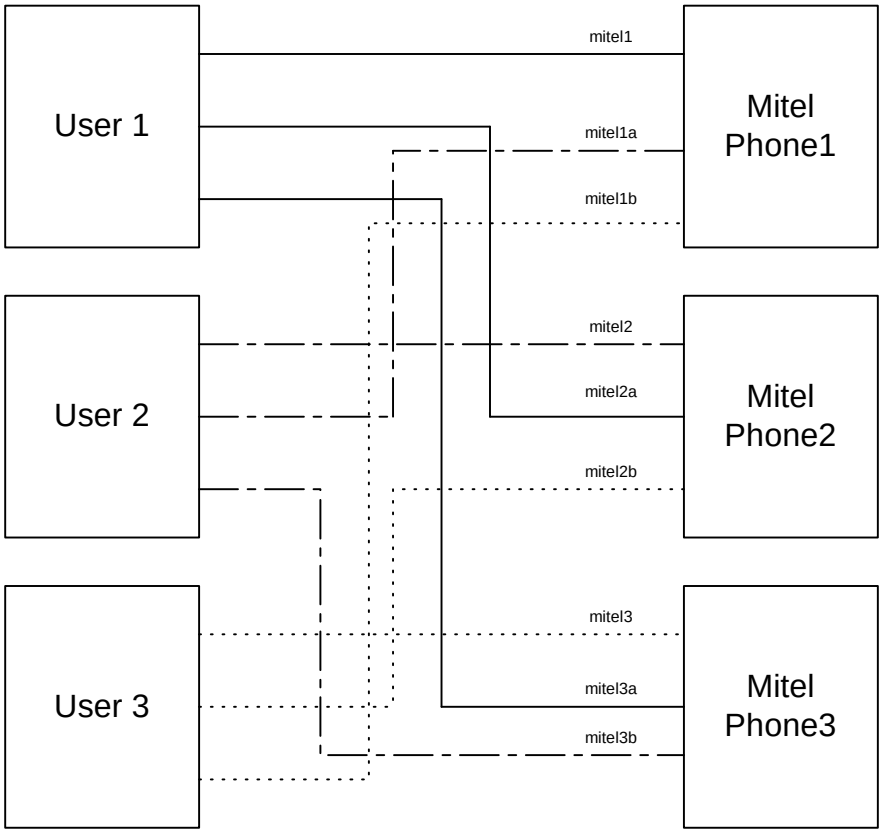


Figure 5: Shared LIne Keys and User Configuration

The diagram below reflects the above example, but shows how the User Configuration and Key Programming pages (in the Web Configuration tool) are completed for Shared Line Keys. This example applies to the following procedures describing how to program Shared Line Keys.

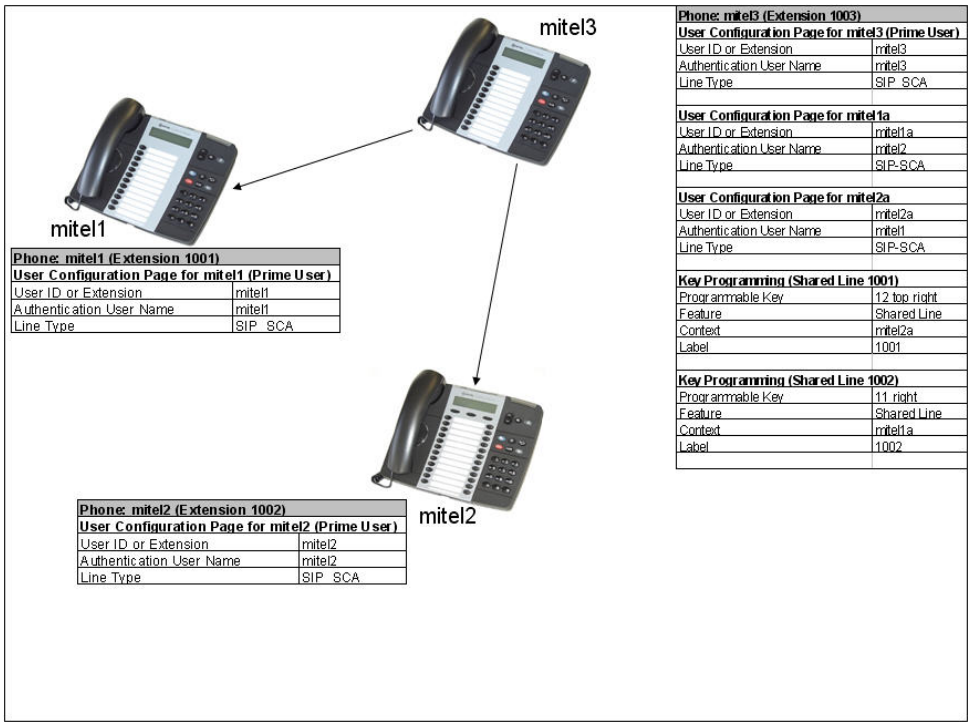
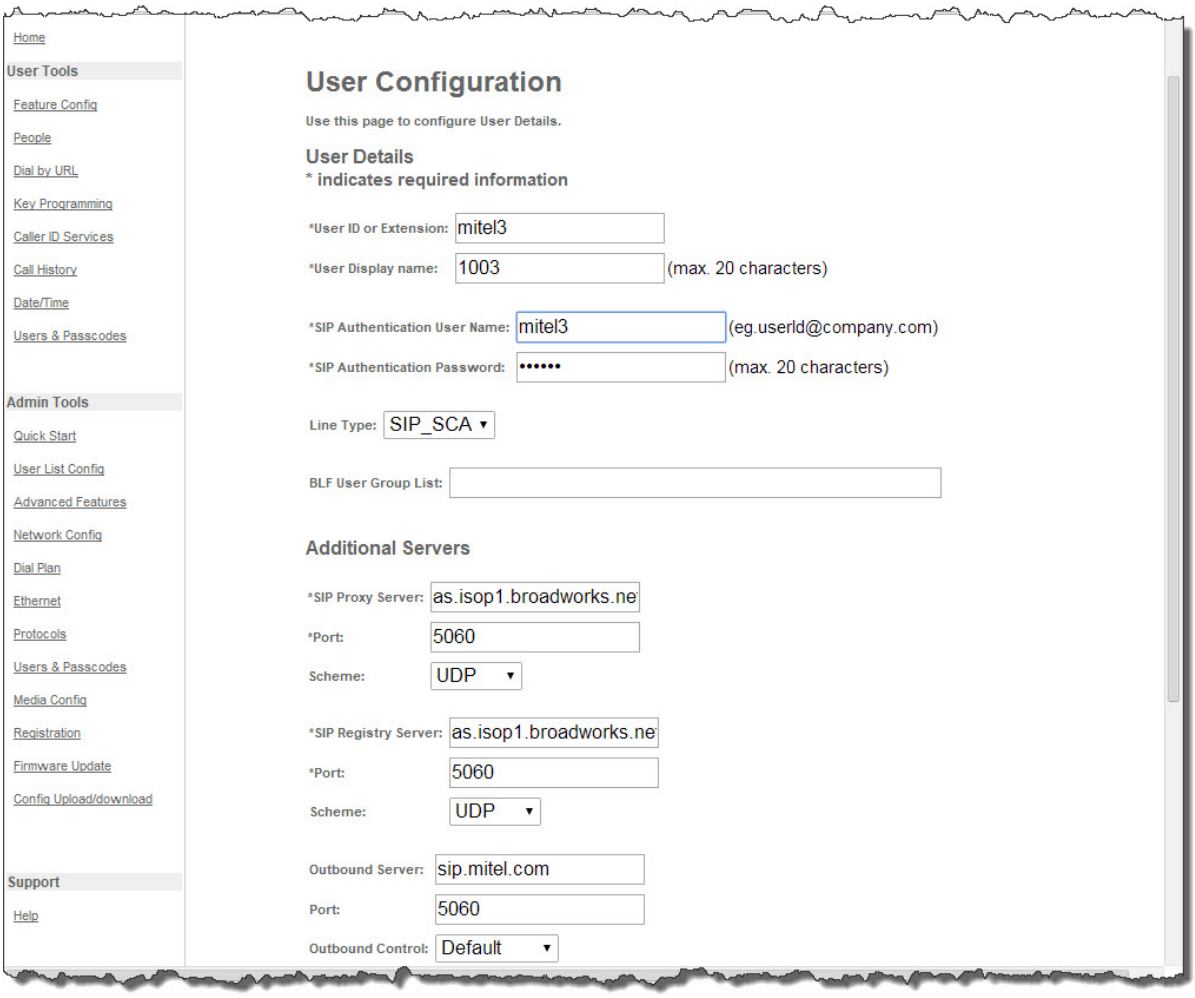
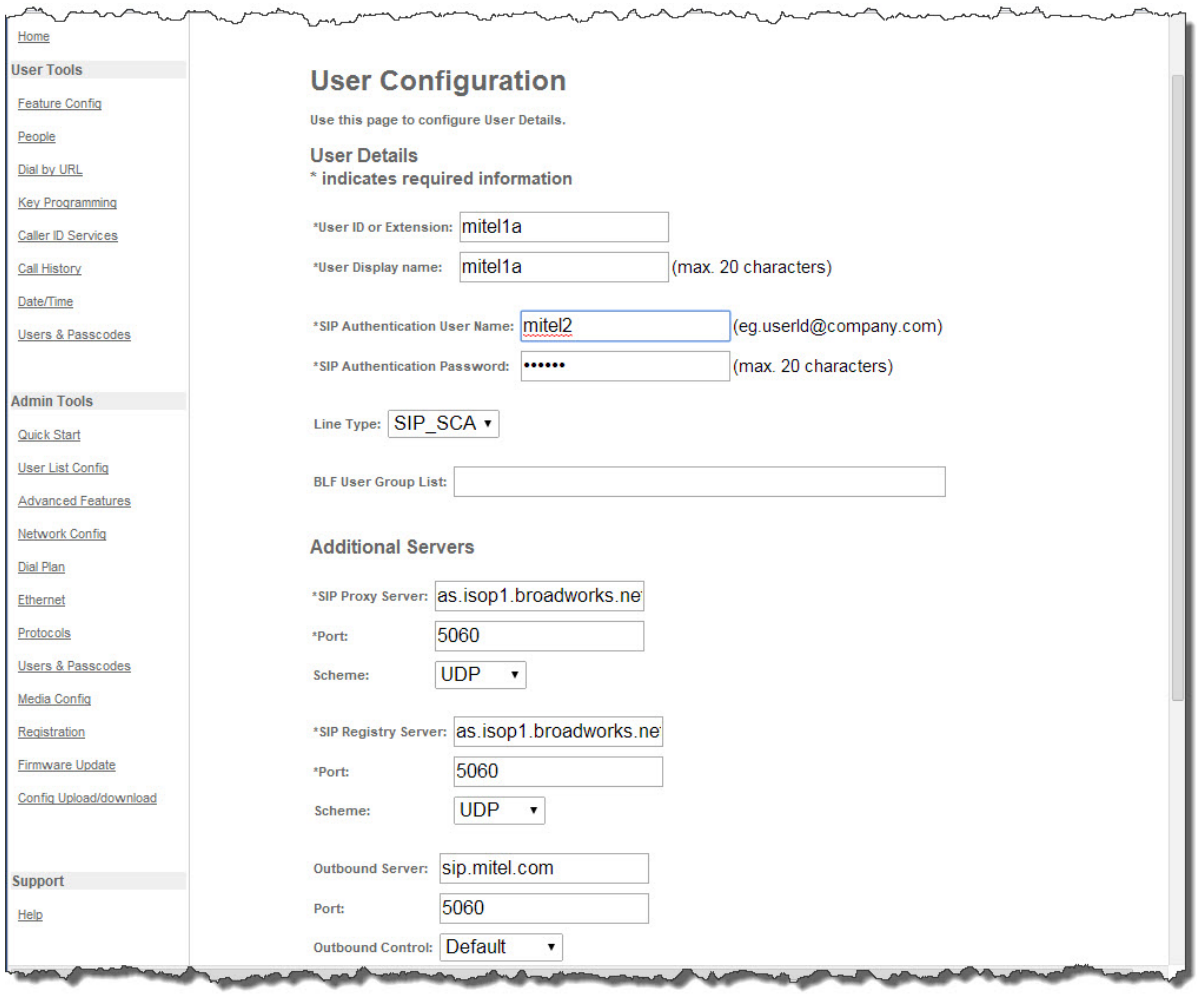

mitel3
mitel1
mitel2
Phone: mitel1 (Extension 1001)
User Configuration Page for mitel1 (Prime User)
User ID or Extension | mitel1
Authentication User Name | mitel1
Line Type | SIP SCA
Phone: mitel2 (Extension 1002)
User Configuration Page for mitel2 (Prime User)
User ID or Extension | mitel2
Authentication User Name | mitel2
Line Type | SIP SCA
Phone: mitel3 (Extension 1003)
User Configuration Page for mitel3 (Prime User)
User ID or Extension | mitel3
Authentication User Name | mitel3
Line Type | SIP SCA
User Configuration Page for mitel1a
User ID or Extension | mitel1a
Authentication User Name | mitel2
Line Type | SIP-SCA
User Configuration Page for mitel2a
User ID or Extension | mitel2a
Authentication User Name | mitel1
Line Type | SIP-SCA
Key Programming (Shared Line 1001)
Programmable Key | 12 top right
Feature | Shared Line
Context | mitel2a
Label | 1001
Key Programming (Shared Line 1002)
Programmable Key | 11 right
Feature | Shared Line
Context | mitel1a
Label | 1002

Figure 6: Programming and Configuration of Users and Shared Line Keys

Your Administrator must create a user entry (on the User List Config page of the Web Configuration tool) for the user(s) with whom you want to share a line.

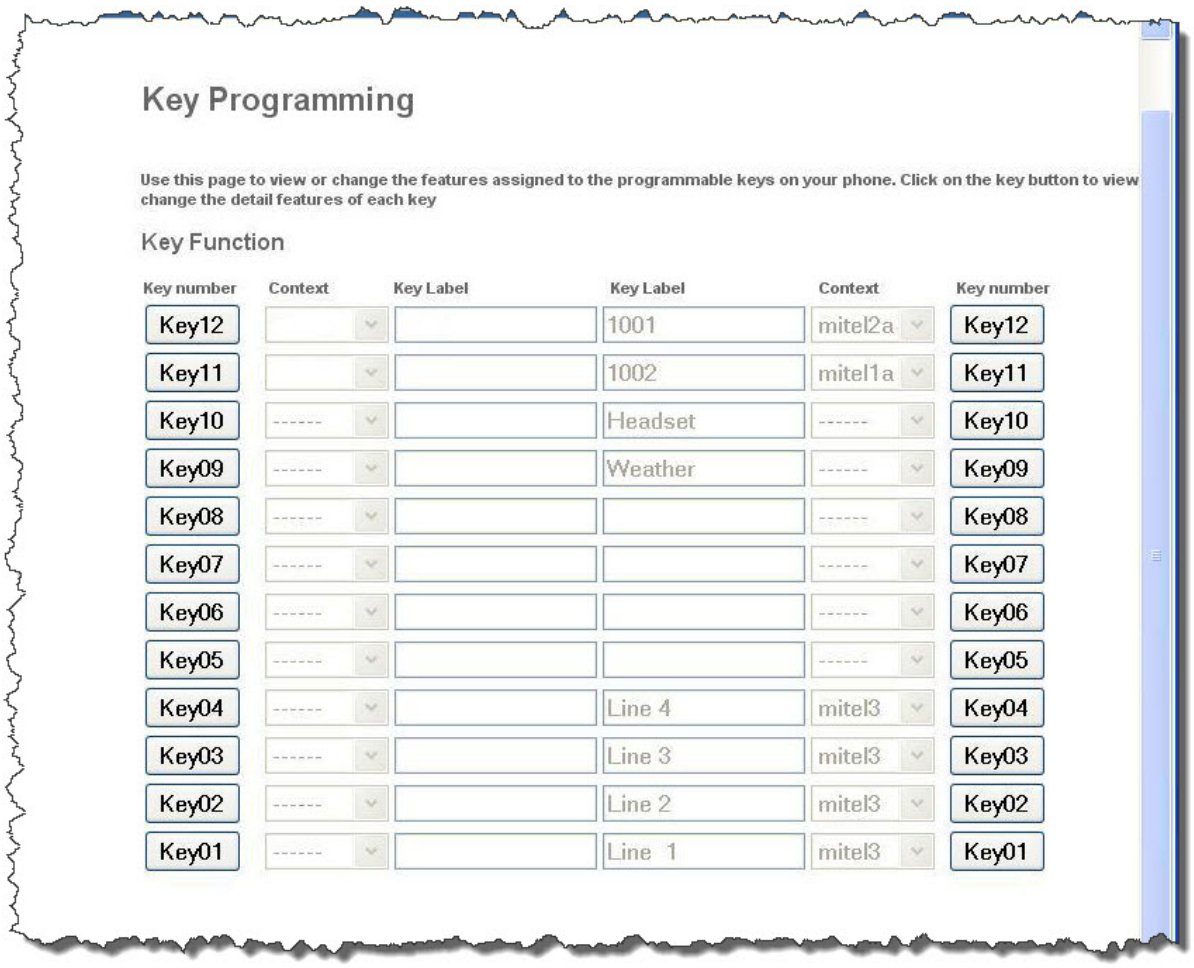
Your Administrator must configure the type of shared line (SIP or SCA) in the Line Type field on the User List Config page.



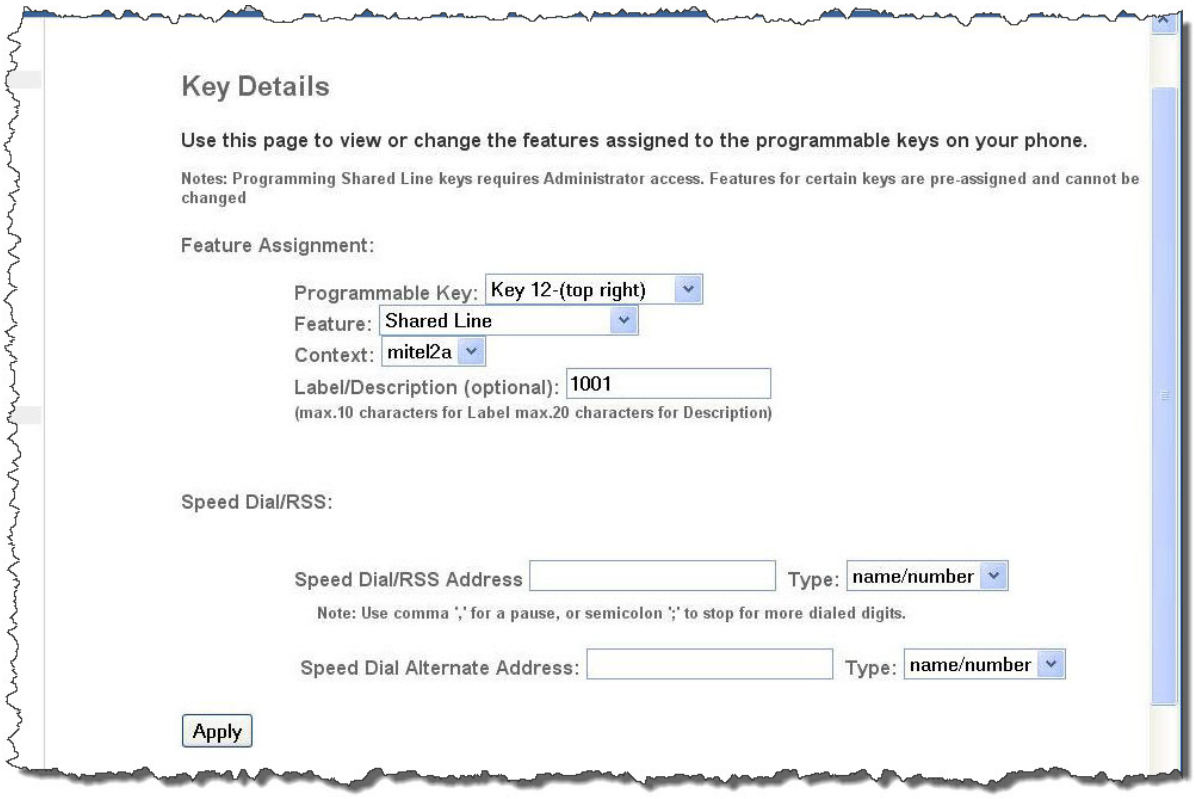

Home
User Tools
Feature Config
People
Dial by URL
Key Programming
Caller ID Services
Call History
Date/Time
Users & Passcodes
Admin Tools
Quick Start
User List Config
Advanced Features
Network Config
Dial Plan
Ethernet
Protocols
Users & Passcodes
Media Config
Registration
Firmware Update
Config Upload/download
Support
Help
User Configuration
Use this page to configure User Details.
User Details
* indicates required information
*User ID or Extension: mitel1a
*User Display name: mitel1a (max. 20 characters)
*SIP Authentication User Name: mitel2 (eg.userId@company.com)
*SIP Authentication Password: ••••••
(max. 20 characters)
Line Type: SIP_SCA
BLF User Group List:
Additional Servers
*SIP Proxy Server: as.isop1.broadworks.ne
*Port: 5060
Scheme: UDP
*SIP Registry Server: as.isop1.broadworks.ne
*Port: 5060
Scheme: UDP
Outbound Server: sip.mitel.com
Port: 5060
Outbound Control: Default

Programming Shared Line Keys

1. Access the **Key Programming** page of the Web Configuration Tool. (Note that the 5320e IP Phone only has 8 programmable keys.)


Key Programming
Use this page to view or change the features assigned to the programmable keys on your phone. Click on the key button to view change the detail features of each key
Key Function
Key number
Context
Key Label
Key Label
Context
Key number
Key12 1001 mitel2a Key12
Key11 1002 mitel1a Key11
Key10 Headset Key10
Key09 Weather Key09
Key08 Key08
Key07 Key07
Key06 Key06
Key05 Key05
Key04 Line 4 mitel3 Key04
Key03 Line 3 mitel3 Key03
Key02 Line 2 mitel3 Key02
Key01 Line 1 mitel3 Key01

2. Click the **Key Number** of the key you want to assign as a shared line.
3. From the **Feature** list, select **Shared Line**. In the example shown below, Key 12 has been configured as a Shared Line.


Key Details
Use this page to view or change the features assigned to the programmable keys on your phone.
Notes: Programming Shared Line keys requires Administrator access. Features for certain keys are pre-assigned and cannot be changed
Feature Assignment:
Programmable Key: Key 12-(top right)
Feature: Shared Line
Context: mitel2a
Label/Description (optional): 1001
(max.10 characters for Label max.20 characters for Description)
Speed Dial/RSS:
Speed Dial/RSS Address
Type: name/number
Note: Use comma ',' for a pause, or semicolon ';' to stop for more dialed digits.
Speed Dial Alternate Address:
Type: name/number
Apply

4. From the **Context** list, select the User ID with which to associate this key.
5. Enter a label/description for this key (optional).
6. Click **Apply** to apply the changes.

Shared Line Key Status

Shared lines display the following indicator lamps:

Shared Line Status	LED Appearance	Description
Trying	Solid Red	When a user initiates a call on a shared line, the LED of that line and the LEDs of all shared lines glow red.
Active	Solid Green	When a call has been successfully connected, the LED of that line and the LEDs of all shared lines glow green.
Held	Flashing Red	When a user puts another party on hold, the LED of that line and the LEDs of all shared lines flash red.
Alerting	Flashing Green	When a call is incoming, the LED of the called line and the LEDs of all shared lines flash green.

Programming Busy Lamp Field Keys

The Busy Lamp Field (BLF) feature allows you to program a key on your IP phone that monitors whether or not another user is on a call.

Before programming the BLF Keys, the Broadsoft server must be configured with a list of BLF users.

Note: Before programming the Busy Lamp Field keys, the Broadsoft server must be configured with the blflist Group, and with the capability to provide the BLF feature to SIP phones.
In the example that follows, the "blflist" is configured on the Broadsoft sever as a BLF list URL with two users, mitel1 and mitel2, as the monitored user IDs.

The diagram below shows an example of how Users 1 – 3 have been configured on the Broadsoft server, with User3 (on mitel3) configured to monitor User1 and User2 (from the blflist Group).

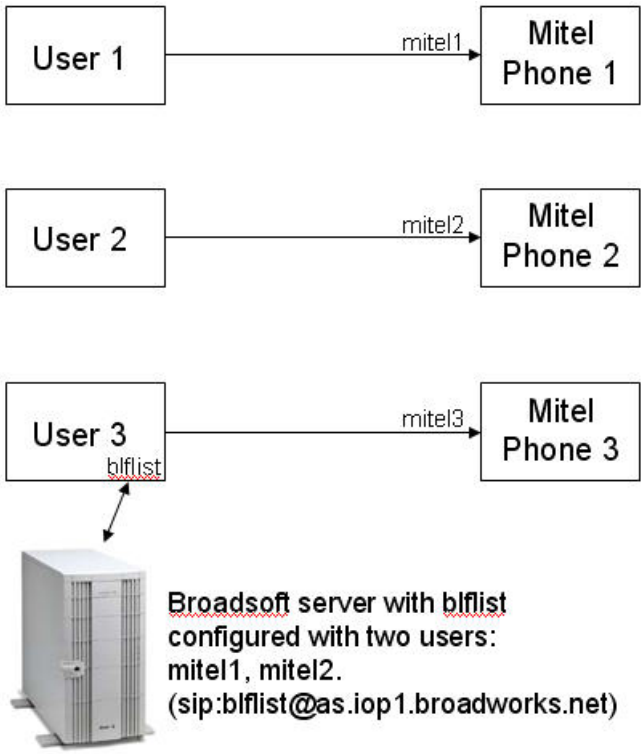


Figure 7: User Configuration for BLF

The diagram below reflects the above example, but shows how the User Configuration and Key Programming pages (in the Web Configuration tool) are completed for BLF Keys, where mitel3 has been configured to monitor mitel1 and mitel2. This example applies to the following procedures describing how to program BLF Keys.

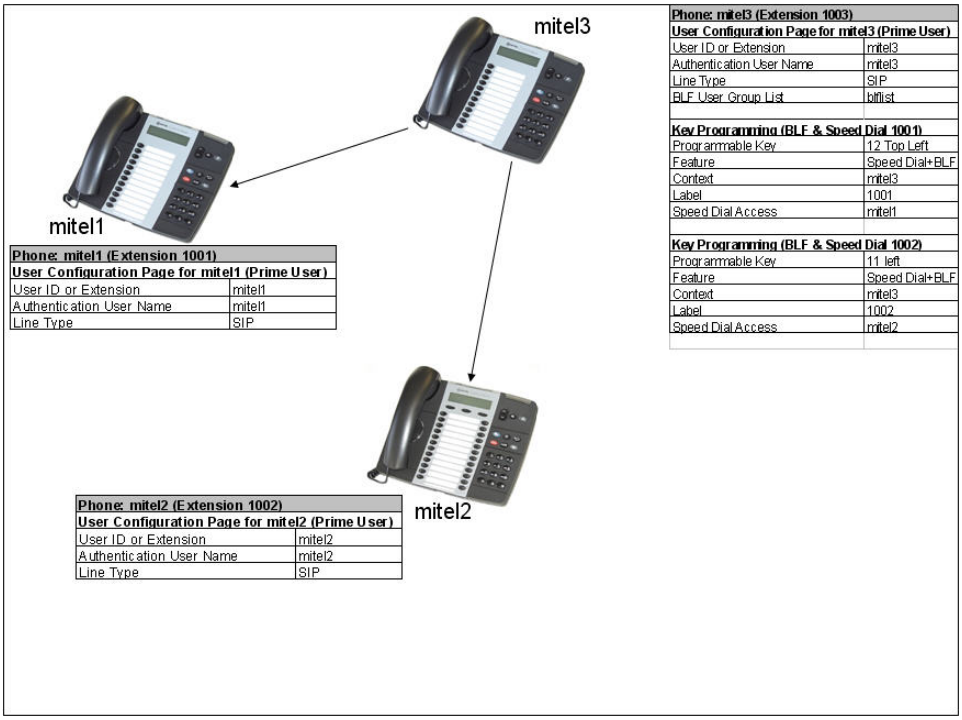
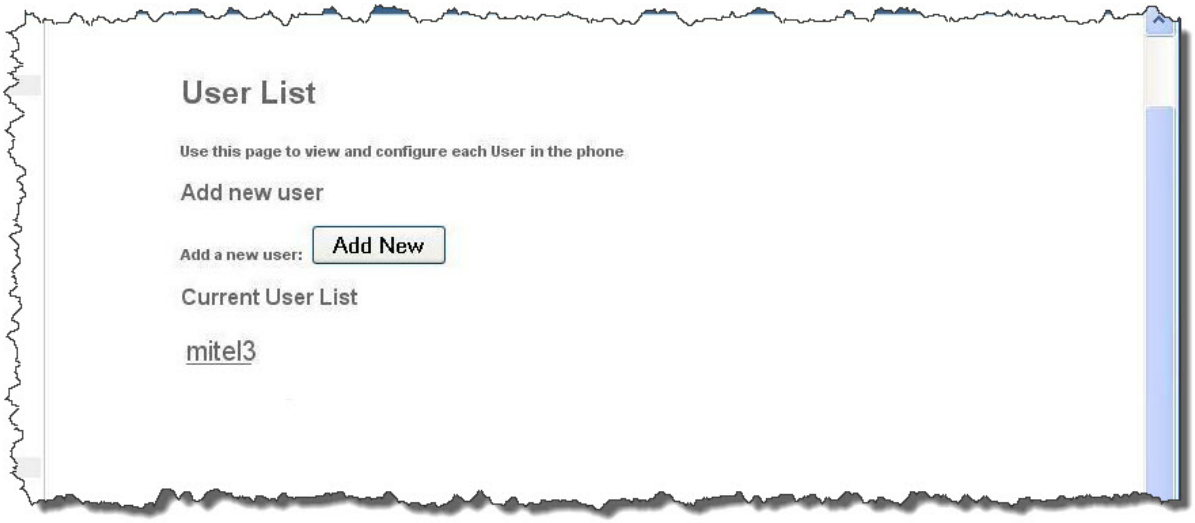
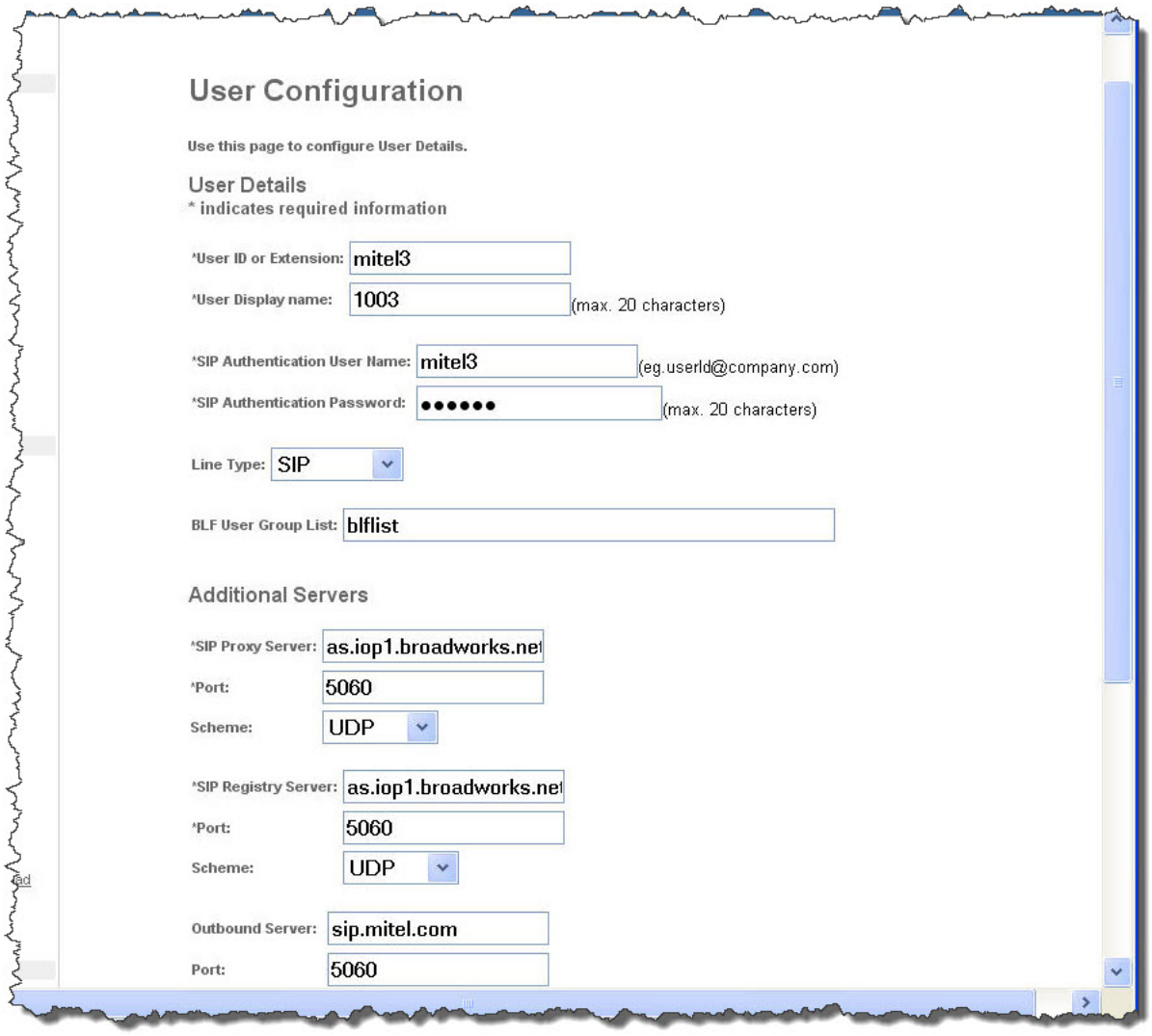

mitel3
mitel1
mitel2
Phone: mitel1 (Extension 1001)
User Configuration Page for mitel1 (Prime User)
User ID or Extension | mitel1
Authentication User Name | mitel1
Line Type | SIP
Phone: mitel2 (Extension 1002)
User Configuration Page for mitel2 (Prime User)
User ID or Extension | mitel2
Authentication User Name | mitel2
Line Type | SIP
Phone: mitel3 (Extension 1003)
User Configuration Page for mitel3 (Prime User)
User ID or Extension | mitel3
Authentication User Name | mitel3
Line Type | SIP
BLF User Group List | blflist
Key Programming (BLF & Speed Dial 1001)
Programmable Key | 12 Top Left
Feature | Speed Dial+BLF
Context | mitel3
Label | 1001
Speed Dial Access | mitel1
Key Programming (BLF & Speed Dial 1002)
Programmable Key | 11 left
Feature | Speed Dial+BLF
Context | mitel3
Label | 1002
Speed Dial Access | mitel2

Figure 8: Programming and Configuration of Users and BLF Keys

The illustration below shows an example of the User List configuration for the single user on mitel3.

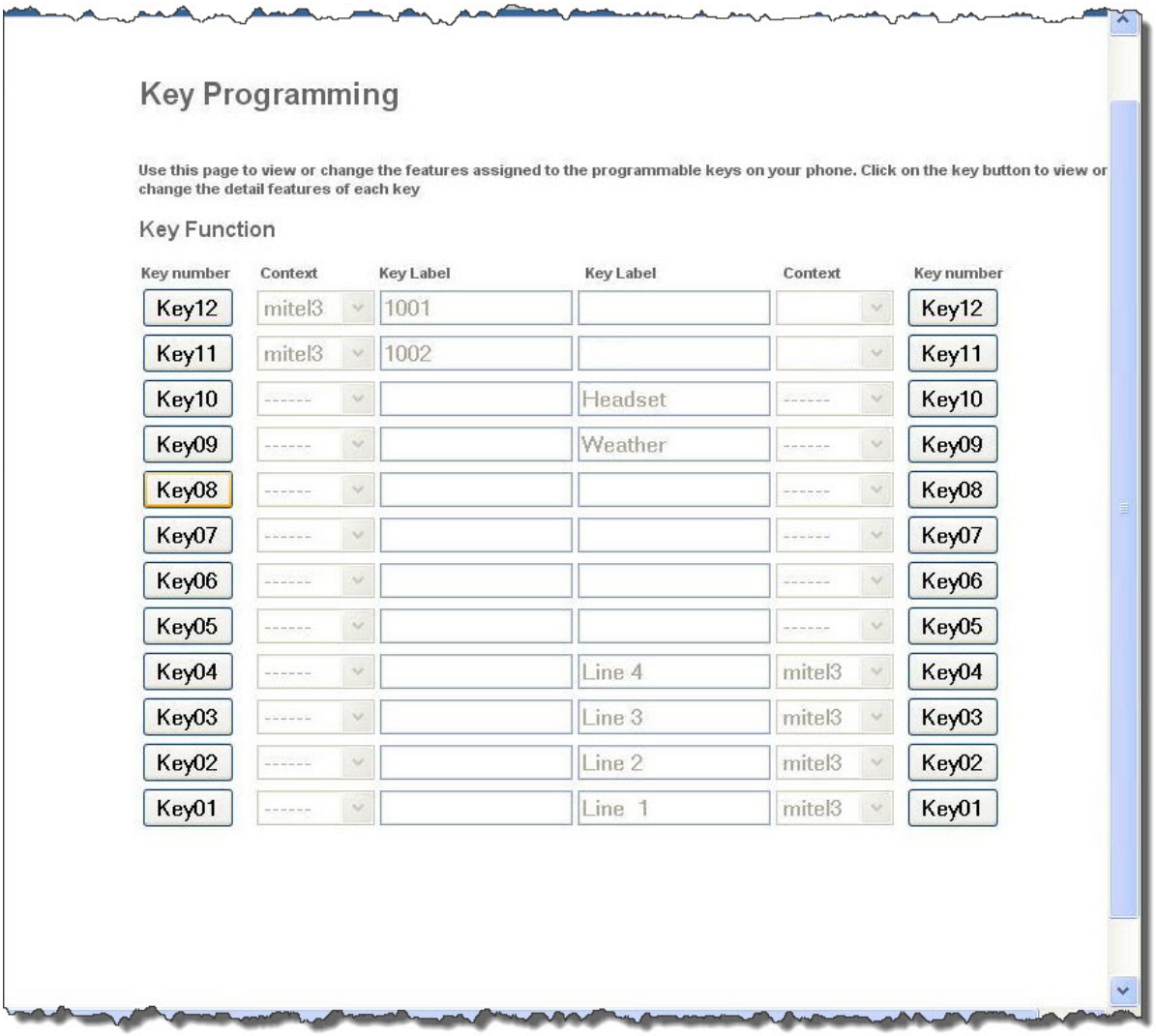


Your Administrator must configure the BLF User Group List on the User List Config page.

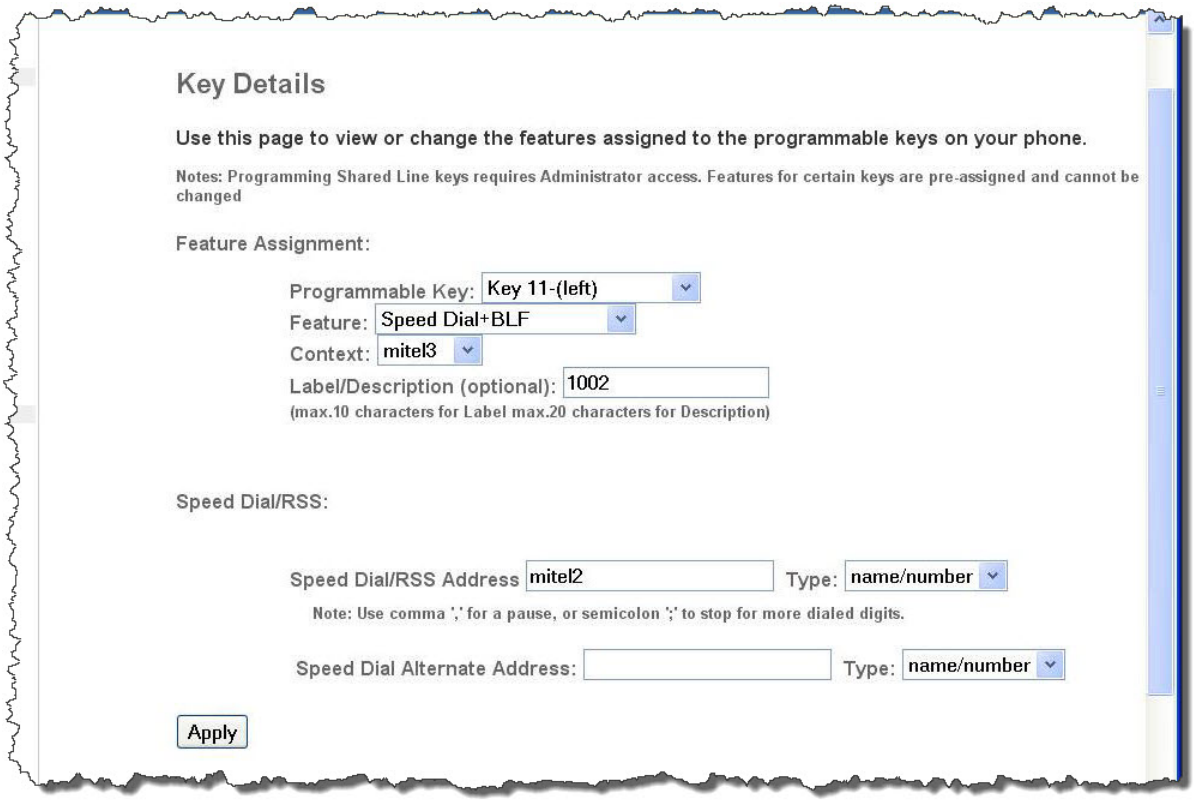


To program a BLF Key:

1. Access the **Key Programming** page of the Web Configuration Tool. (Note that the 5320e IP Phone only has 8 programmable keys.)


Key Programming
Use this page to view or change the features assigned to the programmable keys on your phone. Click on the key button to view or change the detail features of each key
Key Function
Key number
Context
Key Label
Key Label
Context
Key number
Key12 mitel3 1001 Key12
Key11 mitel3 1002 Key11
Key10 ------ Headset ------ Key10
Key09 ------ Weather ------ Key09
Key08 ------ Key08
Key07 ------ Key07
Key06 ------ Key06
Key05 ------ Key05
Key04 ------ Line 4 mitel3 Key04
Key03 ------ Line 3 mitel3 Key03
Key02 ------ Line 2 mitel3 Key02
Key01 ------ Line 1 mitel3 Key01

2. Click the **Key Number** of the key you want to assign as a BLF key. In this example, Key 11 - left is selected to monitor user mitel2 on extension 1002.
3. From the **Feature** list, select **Speed Dial + BLF**.


Key Details
Use this page to view or change the features assigned to the programmable keys on your phone.
Notes: Programming Shared Line keys requires Administrator access. Features for certain keys are pre-assigned and cannot be changed
Feature Assignment:
Programmable Key: Key 11-(left)
Feature: Speed Dial+BLF
Context: mitel3
Label/Description (optional): 1002
(max.10 characters for Label max.20 characters for Description)
Speed Dial/RSS:
Speed Dial/RSS Address mitel2 Type: name/number
Note: Use comma ',' for a pause, or semicolon ';' to stop for more dialed digits.
Speed Dial Alternate Address: Type: name/number
Apply

4. From the **Context** list, you can only select the PRIME USER to associate this key.
5. Enter a label/description for this key to indicate which User is being monitored (optional).
6. Enter the User ID of the monitored user in the **Speed Dial/RSS Address** filed.
7. From the **Type** list, select **name/number**.
8. Click **Apply** to apply the changes.

The same procedure would be followed to configure mitel1a on Key 12-(left) as the BLF Key.

The BLF Key also acts as a Speed Dial key to the monitored user's number, and a Call Pickup key on behalf of the monitored user. The appearance of the LED indicator for the BLF key is as follows:

BLF Line Status	BLF Indicator	Description
Idle (On hook)	Off	The user being monitored is not on a call, nor dialing a call. The BLF key can be used as a speed dial key to the monitored user.
Off hook/Outgoing call	Solid Red	The monitored user is in the process of placing a call. The BLF key can be used as a speed dial key to the monitored user.
Incoming call	Flashing Green	A call is incoming for the monitored user. Press the BLF key to pick up the call on behalf of the monitored user.
Connected call	Solid Green	The incoming call has been answered by the monitored user. The BLF key can be used as a speed dial key to the monitored user.

Time and Date

A Simple Network Time Protocol (SNTP) server (version 4 or later) provides your phone with the date and time. Your Administrator configures your time zone once using the Web Configuration Tool. If Daylight Savings Time is configured, your phone automatically adjusts to DST.

If an SNTP server is not available in your system setup, you can modify the time and date using your phone or the *Date/Time* page of the Web Configuration Tool (see Accessing the Web Configuration Tool on page 9). For more information, contact your Administrator.

Notes:

- You cannot change your time and date settings while on a call.
- If your phone loses power, the modified time and date are not saved.

Change the Time and Date

IMPORTANT: USE THIS PROCEDURE ONLY IF AN SNTP SERVER IS NOT PROVIDED. IF AN SNTP SERVER IS NOT AVAILABLE, YOU MUST REPROGRAM THESE SETTINGS EVERY TIME THE PHONE REBOOTS.

1. Press **MENU** , and then press **>>** until **Features?** appears.
2. Press **OK**, and then press **Next** until TIME AND DATE? appears.
3. Press **OK**. SET TIME? appears.
4. Do one of the following:
   - To change the time, press YES. 12 OR 24 HR FORMAT? appears. Proceed to Step 5.
   - To change the date, press NO. SET DATE? appears. Proceed to step 9.
5. Do one of the following:
   - To enter the time in A.M./P.M. format, press **12**.
   - To enter the time using the 24-hour clock, press **24**.
6. ENTER TIME appears. Enter the time (for example, 1236 for 12:36; 0220 for 02:20), and then press **Submit**.
   - Press **AM** or **PM** (for 12-hour format only).
7. SET TIME? appears with the new time.
8. Press **NO**. SET DATE? appears.
9. Do one of the following:
   - To change the date, press **YES**, and then proceed to step 10 .
   - To exit, proceed to step 11.
10. Enter the date (for example, enter 161206 for 16 December 2006), and then press **Submit**. SET DATE? appears with the new date.
11. Do one of the following:
    - To return to the Features menu, press **NO**.
    - To return to the default display, press **MENU** .

Administrator Tools

All administrator-related activities are carried out using the Web Configuration Tool. Use the Web Configuration Tool to carry out the following activities:

- Phone passwords
- SIP user accounts
- Device parameters
- Access protocols
- Network settings
- Phone IP and MAC address
- Phone firmware upgrades
- Adjusting for daylight savings time
- Configuration files
- Hot line
- Media configurations
- Program configuration options
- RSS feed

SIP Administrator Phone Passwords

To log in for the first time as an Administrator, use the default administrator name and password. Change these passwords as soon as possible to prevent unauthorized changes to the phone.

For privacy reasons, an asterisk (*) appears for each character you enter.

Table 4: Default Administrator User Names and Passwords

Phone	Default Administrator Name	Default Administrator Password
5320e IP Phone	admin	5320e
5330e IP Phone	admin	5330e
5340e IP Phone	admin	5340e

Change Phone Passwords

To change user or administrator passwords:

- Access the *Users & Passwords* page of the Web Configuration Tool.

Specifications

For a complete list of supported features (including Sylantro and Broadsoft features) and supported RFCs, access the *Specifications* topic in the Web Configuration Tool online help.

Using Your Phone with the Cordless Module and Accessories

Cordless handsets and cordless headsets provide you with the capability to move around within your own office or adjacent offices while using your phone.

These cordless devices connect to your IP phone through a Mitel Cordless Module, which attaches to the back of the phone. There are two Cordless Module types available: Digital Enhanced Cordless Telecommunications (DECT) and Bluetooth®. The DECT Cordless Module works with the Mitel DECT Cordless Handset and the Mitel DECT Cordless Headset. The Bluetooth Module works the Mitel Bluetooth Handset and most third-party Bluetooth headsets.

The Mitel Cordless Handsets (both DECT and Bluetooth) recharge in the handset cradle. The Mitel Cordless Headset (DECT only) rests and recharges in a headset cradle that attaches to the side of the phone.

The Cordless Devices Application (see page 55) provides access to the configuration settings and information screens that apply to the cordless module and accessories.

Note: The 5320e IP phone does not support the Cordless Modules.

Note: Since only one module type can be attached to the phone at any given time, you cannot, for example, use a 5310 Conference Module when a Cordless Module is attached.

CAUTION: Attempting to remove the back plate on the phone to install a Cordless Module before disconnecting the phone's power supply may damage the phone. For details on installing a Cordless Module, see the appropriate Cordless Module and Accessories Installation Guide for Mitel 5320e/5330e/5340e SIP Phones included with the module and available at Mitel OnLine.

DECT Cordless Module and Accessories on 5300 Series IP Phone

Rear View of 5300 Series IP Phone

Elements of Your Cordless Module and Accessories

Feature	Function
1) Cordless Module (either DECT or Bluetooth)	Attached to the back of the phone, the module contains a Light Emitting Diode (LED) indicating that a cordless device is in use; also indicates the state of pairing between the module and a cordless device.
2) Cordless Headset (photo shows DECT headset)	Cordless handsfree operation for calls. If you are using a cordless headset, you do not need to use the handset.
3) Cordless Headset Charging Cradle (DECT only)	Provides power to recharge the cordless headset battery.
4) Cordless Handset Charging Plate	Provides power to recharge the cordless handset battery. Replaces the handset cradle plate supplied with the phone for corded handsets.
5) Cordless Handset	Cordless operation for handset calls. (You can transfer from the phone handset to the cordless headset at any time.)
6) Cordless Module Pairing Button	Initiates pairing between the Cordless Module and a cordless accessory.
7) Cordless Headset Cradle Cable (DECT only)	Connects to the Cordless Module to provide power to the charging cradle.

Handset/Headset Combinations

The following combinations of corded and cordless headset and handset are supported on the 5330e/5340e IP Phone:

- Corded handset only
- Corded handset and corded headset
- Cordless handset only
- Cordless handset and cordless headset
- Corded handset and cordless headset
- Corded headset and cordless handset

The DECT Cordless Handset, DECT Cordless Headset, and Bluetooth Handset are all Mitel-branded accessories available only from Mitel. Bluetooth headsets are third-party accessories available from a variety of manufacturers.

Pairing the Cordless Module and Accessories

Before using a cordless handset or headset, it must establish communication with the Cordless Module using a procedure called pairing.

Pairing a DECT Cordless Accessory with a DECT Cordless Module

Notes:

- An IP phone can have only one DECT Cordless Handset and one DECT Cordless Headset.
- A cordless handset or headset can be paired with only one IP phone at a time.
- Pairing a new cordless handset or headset with the IP phone overwrites the configuration of any previous handset or headset
- Pairing cannot be performed when the cordless device is already in use.

To pair a DECT cordless accessory:

1. Ensure that the battery of the cordless device to be paired is at least partially charged.
2. Press and hold the pairing button on the back of the Cordless Module (see page 43) for 5 seconds to activate phone pairing mode. The LED on the Cordless Module blinks. The Cordless Devices application opens on the phone and prompts you to place the accessory in pairing mode.
3. Press and hold the hookswitch on the side of the cordless handset (see page 47) or headset (see page 51) for 5 seconds to activate accessory pairing mode. The LED on the cordless accessory blinks. After a moment, the Cordless Devices application displays protocol, firmware, hardware, and IPEI information for the device to be paired.

   Note: If the LED on the Cordless accessory does not start to blink after 10 seconds, the accessory requires charging or is still in factory battery saving mode (handset only). Place the accessory on the charger and charge. The green LED starts to flash indicating that the accessory is charging. It could take up to 60 minutes for the green LED to start flashing. Allow the accessory to fully charge, approximately 3 hours.

4. Press **Yes** to confirm pairing. The Cordless Devices application confirms the pairing by displaying the paired device name and its battery level indicator.
5. Press **Close** to exit.

Pairing a Bluetooth Accessory with a Bluetooth Module

Notes:

- An IP phone can have one Bluetooth Handset and up to five Bluetooth headsets (or up to six headsets if no handset is paired).
- To pair a new Bluetooth Handset, you must first unpair the existing Bluetooth Handset.
- Pairing cannot be performed when a Bluetooth device is already in use.

To pair a Bluetooth accessory:

1. Ensure that the battery of the Bluetooth device to be paired is at least partially charged.

2. Press and hold the pairing button on the back of the Bluetooth Module for 5 seconds to activate phone pairing mode. The LED on the Bluetooth Module blinks. The Cordless Devices application opens on the phone and prompts you to place the accessory in pairing mode.
3. **For Mitel Bluetooth Handsets:** Press and hold the hookswitch on side of the Bluetooth Handset for 5 seconds to activate accessory pairing mode. The LED on the handset blinks. The pairing confirmation window on the IP Phone appears, displaying the product name for the device to be paired.

> **Note**: If the LED on the handset does not start to blink after 10 seconds, the handset requires charging or is still in factory battery saving mode. Place the handset on the charger. The green LED starts to flash indicating that the handset is charging. It could take up to 60 minutes for the green LED to stop flashing. Allow the handset to fully charge, approximately 3 hours.

For third-party Bluetooth headsets: Follow the manufacturer's instructions to place the Bluetooth headset in pairing mode. The pairing confirmation window on the IP Phone appears, displaying the product name for the device to be paired.

4. Press **Yes** to confirm the pairing. The Cordless Devices application prompts you to enter a passcode.
5. Enter a valid passcode for the Bluetooth device (default is 0000) using the keyboard on the display, and press **OK**.

   For third-party Bluetooth headsets: An **Auto Connect** window displays. Press **Yes** if the phone will not be shared with other users; press **No** if the phone will be shared with other users and multiple headsets.

6. The LED on the Bluetooth Module lights and remains lit for a few seconds and then resumes normal behavior. The Bluetooth device is paired to the Bluetooth Module.
7. Press **OK** to return to the Cordless Devices application.
8. Press **Close** to exit the application.

Unpairing an Accessory

To unpair a cordless accessory:

1. Press the blue **Menu** key and then press **Cordless Devices**.
2. Press the device name that you want to unpair. The information screen for the selected device appears.
3. Press **Unpair this Device**. If the accessory is in use, an error message is displayed. Otherwise, the accessory is unpaired, removed from the display, and can no longer be used to interact with the phone.
4. Press **Close**.

For more information about the Cordless Devices Application, see page 55.

Cordless Module LED Indicators

The Cordless Module has a blue light-emitting diode (LED) that indicates the current status of the module:

Blue LED	Function
Solid	Audio is active between the module and either the handset or headset.
Blinking	Pairing mode is active or a firmware upgrade is in progress.
Off	No audio is active.
Solid for several seconds	Pairing is successful.

Blinking: LED is On and Off for equal amount of time

Using the Mute Key on a Cordless Device

When using a Mitel-branded cordless accessory, the Mute key on the cordless accessory is synchronized with the Mute key on your phone. Pressing the Mute key on either the phone or the accessory also controls the Mute function on the other device.

There is no synchronization between a third-party Bluetooth headset mute control (if one is available) and your phone Mute key. The procedure for muting a Bluetooth headset depends on the headset manufacturer. Some headsets have a mute control and some do not. You can, however, use the Mute key on your phone to mute a conversation on any type of Bluetooth headset.

Using the Volume Keys on Cordless Device

When using a Mitel-branded cordless accessory, the Volume keys on the cordless accessory are synchronized with the Volume keys on your phone. Pressing the Volume keys on either the phone or the accessory also controls the Volume function on the other device.

When using a third-party Bluetooth headset, the volume control on the headset (if one is available) is not synchronized with the Volume keys on your phone. Pressing the Volume keys on the phone does not change the headset volume.

Using the Mitel Cordless Handset

The cordless handset provides office mobility, allowing you to make and answer calls while away from your desk. Replacing the standard corded handset, the cordless handset contains a rechargeable battery that charges in the handset cradle when not in use.

To use the cordless handset (whether DECT or Bluetooth), you must pair the handset with the phone. For details, see Pairing the Cordless Module and Accessories on page 44.

Cordless Handset on a 5300 Series Phone

Elements of the Cordless Handset

Feature	Function
1) Cordless Handset LED	**Blue**: Light-emitting diode (LED) indicating the status of the handset. **Green**: LED indicating the status of the handset battery. For more information, see page 50.
2) Hookswitch Button	Lifting the handset from the cradle activates the handset. If the handset is already out of the cradle, pressing the hookswitch takes the handset off-hook. Pressing the hookswitch again returns it to on-hook. Pressing the hookswitch while on a speakerphone call moves the call to the cordless handset.
3) Mute button	Mute allows you to turn the microphone off during a call.
4) Volume Up and 5) Volume Down buttons	Up and Down provide volume control for the ringer and handset/headset.

Note: To return to a corded handset, you must first unpair the cordless handset.

Answer a Call

Do one of the following:

- Lift the cordless handset.
- If the handset is already out of the cradle, press the hookswitch button on the handset.

Note: If you have a call on hold on your Prime Line and answer another on a Line Appearance key, it will be presented over the speaker.

Hang up

Do one of the following:

- Replace the cordless handset in the cradle.
- Press the hookswitch button on the handset.

Dialing – Auto Dial Disabled

To dial a number with Auto Dial disabled:

1. Lift the handset or press the hookswitch.
2. Make the call using the dial pad, or press a programmed speed dial key on the phone.

Dialing – Auto Dial Enabled

To dial with Auto Dial enabled:

- To dial the predefined Auto Dial number, press the hookswitch on the cordless handset.

To program Auto Dial, refer to Auto Dial on page 55.

Handset Alerting Tones and LEDs

The handset provides the following alerting tones:

Feature	Function
Mute key on cordless device ON/OFF	2-pitch tone occurs immediately. Reminder tone occurs 30 seconds after activation and then regularly until deactivated.
Mute key on Phone ON/OFF	No immediate tone with DECT. Reminder tone occurs 30 seconds after activation and then regularly until deactivated.
Low battery (within 10 minutes left for DECT)	3 beeps and 20 second pause repeated 3 times
Low battery (within 2 minutes left)	3 rapid beeps and 1.5 second pause repeated 3 times
Out of range	Repetitive 3-pitch tone until you are back in range. **Note**: If you are out of range for more than 10 seconds, any call that is in progress is dropped and not recovered.

Note: Audio indications are heard in the handset only when it is in use and may interrupt voice transmission.

The handset has two LEDs:

- Blue – indicates the operational status of the handset
- Green – indicates the status of the electrical charge of the battery

LED Color	LED State	Indicates
Blue	Solid	Handset is muted
	Blinking	Handset is in pairing mode
	Winking	Active audio path between Handset and Module
	Off	No audio path between Handset and Module OR Battery is dead
Green	Solid	Battery is fully charged
	Blinking	Battery is charging. **Note**: It is normal for the handset LED to cycle between blinking and solid as battery charge is maintained.
	Off	When handset is cradled and the LED does not flash or illuminate, this indicates an absence of battery power. During the first 30 – 60 minutes that the light is off, the battery may be trickle charging. If that is the case, the LED will resume normal behavior within that 60 minute period. If the LED remains off for more than 60 minutes, then either the battery is no longer chargeable or there is a problem in the charging circuit.

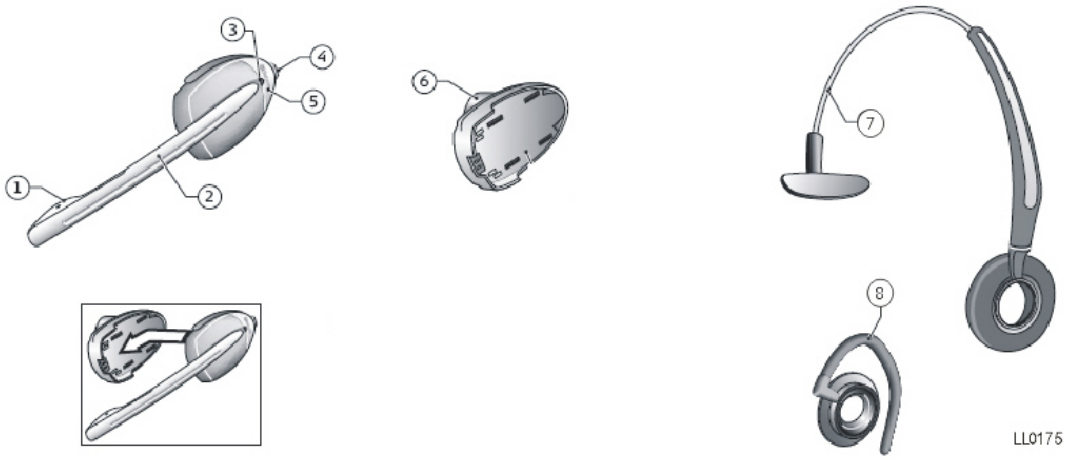
Blinking: LED is On and Off for equal amount of time
Winking: LED is On for a short period of time and Off for a longer period

Using the Mitel DECT Cordless Headset

The cordless headset offers the same capability as the cordless handset to make and answer phone calls away from your desk while adding the convenience of hands-free operation.

When not in use, the cordless headset sits in the headset charging cradle.

To use the cordless headset, you must pair the headset with the phone. For more information, see Pairing the Cordless Module and Accessories on page 44.



Elements of the DECT Cordless Headset

1) Microphone	5) Hookswitch and pairing button (gray section with logo imprinted)
2) Boom arm	6) Speaker
3) Link indicator (LED)	7) Headband
4) Volume control with mute switch	8) Ear hook

Answer a Call

Do one of the following:

- Lift the cordless headset from the cradle.
- If the headset is already out of the cradle, press the hookswitch button on the headset.

Hang Up

Do one of the following:

- Replace the cordless headset in the cradle.
- If the headset is already out of the cradle, press the hookswitch button on the headset.

Dialing – Auto Dial Disabled

To dial a number with Auto Dial disabled:

1. Lift the headset or press the hookswitch.
2. Make the call using the dial pad, or press a programmed speed dial key on the phone.

Dialing – Auto Dial Enabled

To dial with Auto Dial enabled:

- To dial the predefined Auto Dial number, press the hookswitch on the cordless handset or headset.

To program Auto Dial, refer to Auto Dial on page 55.

Headset Alerting Tones and LEDs

The cordless headset provides the following alerting tones:

Feature	Function
Mute ON/OFF	2-pitch tone occurs immediately. Reminder tone occurs 30 seconds after activation and then regularly until deactivated.
Mute key on Phone ON/OFF	No immediate tone. Reminder tone occurs 30 seconds after activation and then regularly until deactivated.
Low battery (within 10 minutes left)	3 beeps and 20 second pause
Low battery (within 2 minutes left)	3 rapid beeps and 1.5 second pause
Out of range	Repetitive 3-pitch tone until you are back in range. **Note:** If you are out of range for more than 10 seconds, any call that is in progress is dropped and not recovered.

There are two LEDs associated with the cordless headset:

- A blue LED on the headset indicates the headset status
- A green LED in the headset charging cradle indicates battery status

LED Color	LED State	Indicates
Blue (on headset)	Solid	Headset microphone is muted
	Blinking	Headset is in pairing mode
	Winking	Active audio path between Headset and Module
	Solid for 2 seconds	Pairing successful OR New battery installed
	Off	No audio path between Headset and Module OR Battery is dead
Green (on cradle)	Solid	Battery is fully charged
	Blinking	Battery is charging. **Note**: It is normal for the headset LED to cycle between blinking and solid as battery charge is maintained.
	Winking	Indicates low voltage when headset is uncradled
	Off	When headset is cradled, indicates battery is not charging

Blinking: LED is On and Off for equal amount of time
Winking: LED is On for a short period of time and Off for a longer period

USING A BLUETOOTH HEADSET

A third-party Bluetooth headset offers some of the same capability as the Bluetooth Handset to make and answer phone calls away from your desk while adding the convenience of handsfree operation.

Note: If you move out of range of the phone while connected using Bluetooth, you will notice that the audio quality quickly degrades. If you do not move back within range within about 10 seconds, the call is dropped.

To use a Bluetooth headset, you must first pair the headset with the Bluetooth Module on your phone. For more information, see Pairing the Cordless Module and Accessories on page 44.

For information on using mute and volume functions, see Using the Mute Key on a Cordless Device and Using the Volume Keys on Cordless Device on page 47.

Note: To switch from the Bluetooth Headset to the 5360 IP Phone speaker press the hookswitch twice on the Bluetooth headset.

Note: The specific operation of third-party Bluetooth headsets can vary somewhat by manufacturer and model. Refer to the documentation accompanying the Bluetooth headset for details on operation, alerting tones, LEDs, and charging. Note that all Bluetooth devices will drop any call in progress if the maximum range is exceeded.

Answer a Call

To answer a call:

- Press the hookswitch button on the headset.

Hang Up

To hang up on a call:

- Press the hookswitch button on the headset.

Dialing – Auto Dial Disabled

To dial a number with Auto Dial disabled:

3. Press the hookswitch button on the headset.
4. Make the call using the dial pad, or press a programmed speed dial key on the phone.

Dialing – Auto Dial Enabled

To dial a number with Auto Dial enabled:

- To dial the predefined Auto Dial number, press the hookswitch button on the headset.

To program Auto Dial, refer to Auto Dial on page 49.

Using the Cordless Devices Application

The Cordless Devices Application provides access to module information and pairing for hand- or headsets.

To access the Cordless Devices Application, do one of the following:

- Press the blue **Menu** key, and then press **Cordless Devices.**
- Press a feature key you have programmed as the Cordless Devices Application key.

Note: When the pairing button on the Cordless Module is pressed, or when the battery level of a Mitel-branded cordless accessory is critically low, the phone will automatically open the Cordless Devices Application.

Low Battery Level

When the battery of a Mitel cordless device reaches a near-critical level, the phone displays a warning. Until the battery is recharged (or until it becomes fully discharged), the warning is repeated at each new call made using the Prime Line. To continue with a call while charging the cordless accessory, switch to speakerphone and then cradle the cordless accessory.

Viewing Cordless Module Information

You can use the Cordless Devices Application to view protocol, firmware, and hardware information about the Cordless Module attached to your phone.

To view Cordless Module information:

1. Access the Cordless Devices Application.
2. Press **Cordless Module Info** or **Bluetooth Module Info**. Device information appears on the screen.
3. Press **Close** to exit.

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